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ABSTRACT

A pilot study was conducted to determine the applicability of Student Information System (SIS) data collection instruments to the operations, programs, and services of Whatcom Community College (WCC). The study centered on Subsystem I (student's educational intent) and Subsystem II (withdrawal follow-up) since the five other subsystems of SIS used mailed-out questionnaires that were easily adoptable by WCC. Student Educational Intent Forms were administered by registration personnel during 1979 winter registration to 150 randomly selected students. They focused on employment status; relation of work experience to major; primary educational goal, anticipated means of achieving it, and certainty regarding it; and expectations of future enrollment at WCC. Course Withdrawal Forms were administered to 75 randomly selected students who filled out add/drop forms during the first two weeks of January, soliciting information on reason for dropping course and perceived potential benefits from counseling. College Withdrawal Forms were administered to 25 randomly selected students during the same period. Reasons for withdrawal, future enrollment plans, employment status, use of college services, and feelings toward their WCC experience were investigated. The study revealed no special problems in using the form at WCC. The study report includes the survey instruments and the raw data obtained. (JP)

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S I S

Student Information System

POSTSECONDARY STUDENT FOLLOW-UP

Pilot Implementation Project

Winter 1979

Whatcom Community College

Office of Research, Evaluation, Planning

JC 790 509

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STUDENT INFORMATION SYSTEM

Overview:

The Student Information System is an information system developed by Texas community/junior colleges and is composed of a series of 14 data collection devices developed and tested in a multitude of different environments in various colleges across the State of Texas. SIS, built upon the concept of an educational management information system is divided into seven subsystems, each with its own instrument(s) and method of processing. They are:

Subsystem I - Student's Educational Intent
Subsystem II - Withdrawal Follow-up
Subsystem III - Nonreturning Student Follow-up
Subsystem IV - Graduate Follow-up
Subsystem V - Employer Follow-up
Subsystem VI - Adult and Continuing Education Follow-up
Subsystem VII - State Follow-up Reporting

Project Purpose:

One of the primary philosophical considerations of SIS is, that in order for a follow-up system to be functional in an educational environment, it must be flexible enough to allow an institution the option of choosing its degree of implementation and deciding upon the nature of the follow-up study to be conducted.

The purpose of this project was to:

1) determine the activities necessary to implement Subsystem I and II of S.I.S. at Whatcom Community College

2) obtain information on student educational intent and ascertain why students withdraw from classes and the institution.

S.I.S. IMPLEMENTATION

Prior to implementing the S.I.S. at Whatcom Community College all SIS data collecting devices had to be revised to be congruent with the operations, programs and services of the College.

The instrumentation in Subsystem I, the Student Educational Intent form, and the Course Withdrawal and College Withdrawal forms in Subsystem II were administered during Winter Quarter registration. Registration staff, at each registration location, randomly selected students to complete the forms during the implementation period.

There was little difficulty encountered by staff in administering the forms. There were some incomplete forms and some responses made by students which indicated a lack of attention in responding to specific items, however, the total number in each case was minimal. Overall, the pilot implementation went smoothly and required little additional effort by registration staff.

All other data collecting devices in the SIS are mail-out questionnaires. Implementation on a pilot basis is not necessary as a review of the procedures used by community colleges in Texas indicated they can be readily adopted by Whatcom Community College.

STUDENT INFORMATION SYSTEM DATA ANALYSIS

Data collected during the pilot implementation on the Student Educational Intent, Course Withdrawal and College Withdrawal forms was analyzed. Results of the analyses follows:

Student Educational Intent

One hundred fifty (150) Student Educational Intent forms were administered during the Winter Quarter registration period. Students were randomly selected throughout the registration period and given the form. Three forms were not sufficiently completed to be included in the data analysis. Data analysis was conducted for all students and further analysis made by sub-grouping student responses on the basis of their primary educational goal response in question #3 on the form.

The subgroups analyzed were:

a) Improvement of existing "job skills"

b) Preparation for "job to be obtained"

c) University transfer credit

d) Personal interest

Forms containing more than one response to question #3 were excluded from subgroup analysis.

Data summaries follow on the next page.

STUDENT EDUCATIONAL INTENT N= 147

1. Are you currently working on a job for which you receive wages?

All Students

%		N
50	Yes	73
50	No	73

If yes, how many hours per week?

%		N
31	Less than 31	22
42	31-40	30
27	Over 40	19

2. Do you have "work experience" in your major field of study?

All Students

%		N
44	Yes	49
56	No	63

3. What is your primary educational goal in attending this college?

All Students

%		N
14	Improvement of existing "job skills"	25
17	Preparation for "job to be obtained"	29
33	University transfer credit	56
29	Personal interest	50
7	Other	12

STUDENT EDUCATIONAL INTENT N = 147

4. How do you expect to accomplish the above goal?

All Students		
%		N
52	Selected courses	77
6	Certificate program	0
34	Two-year Associate Degree Program	50
9	Other	13

5. Do you expect to complete your goal <u>at this college</u> by the end of this quarter?

All Students		
%		N
22	Yes	31
88	No	110

Do you plan to enroll at this college in the future?

%		N
66	Yes	90
6	No	8
28	Undecided	39

If yes, when?

%		N
17	Next Fall	19
13	Next Winter	14
49	Next Spring	55
13	Next Summer	14
9	Later Date	10

6. How definite are you concerning your above stated goal?

All Students		
%		N
62	Definite	86
29	Fairly definite, subject to change	40
9	Not at all definite	12

STUDENT EDUCATIONAL INTENT N = 14

1. Are you currently working on a job for which you receive wages?

Improvement of existing "job skills"

%		N
69	yes	9
31	no	4

If yes, how many hours per week?

%		N
29	Less than 31	2
71	31 - 40	5
-	Over 40	-

2. Do you have "work experience" in your major field of study?

Improvement of existing "job skills"

%		N
54	Yes	7
38	No	5
8	No response	1

4. How do you expect to accomplish the above goal?

Improvement of existing "job skills"

%		N
62	Selected courses	8
-	Certificate Programs	-
23	Two-year Associate Degree Program	3
8	Other	1
8	No response	1

STUDENT EDUCATIONAL INTENT N = 14

5. Do you expect to complete your goal AT THIS COLLEGE by the end of this quarter?

Improvement of existing "job skills"

%		N
8	Yes	1
85	No	11
8	No response	1

Do you plan to enroll at this college in the future?

%		N
67	Yes	8
-	No	-
33	Undecided	4

If yes, when?

%		N
11	Next Fall	1
22	Next Winter	2
67	Next Spring	6
-	Next Summer	-
-	Later	-

6. How definite are you concerning your above stated goal?

Improvement of existing "job skills"

%		N
46	Definite	6
38	Fairly definite, subject to change	5
15	Not at all definite	2

STUDENT EDUCATIONAL INTENT N = 21

1. Are you currently working on a job for which you receive wages?

Preparation for "job to be obtained"

%		N
40	yes	8
60	no	12

If yes, how many hours per week?

%		N
29	Less than 31	2
71	31 - 40	5
-	Over 40	-

2. Do you have "work experience" in your major field of study?

Preparation for "job to be obtained"

%		N
21	yes	4
74	no	14
5	no response	1

4. How do you expect to accomplish the above goal?

Preparation for "job to be obtained"

%		N
52	Selected courses	11
10	Certificate Programs	2
33	Two-year Associate Degree Program	7
5	Other	1

STUDENT EDUCATIONAL INTENT N = 21

5. Do you expect to complete your goal AT THIS COLLEGE by the end of this quarter?

Preparation for "job to be obtained"

%		N
20	Yes	4
80	No	16

Do you plan to enroll at this college in the future?

%		N
74	Yes	14
-	No	-
26	Undecided	5

If yes, when?

%		N
16	Next Fall	4
16	Next Winter	4
42	Next Spring	10
13	Next Summer	3
13	Later	3

6. How definite are you concerning your above stated goal?

Preparation for "job to be obtained"

%		N
74	Definite	14
26	Fairly definite, subject to change	5
-	Not at all definite	-

STUDENT EDUCATIONAL INTENT N = 48

1. Are you currently working on a job for which you receive wages?

University transfer credit

%		N
41	yes	19
59	no	27

If yes, how many hours per week?

%		N
65	Less than 31	11
24	31 - 40	4
12	Over 40	2

2. Do you have "work experience" in your major field of study?

University transfer credit

%		N
17	yes	8
60	no	28
23	no response	11

4. How do you expect to accomplish the above goal?

University transfer credit

%		N
25	Selected courses	12
4	Certificate Programs	2
60	Two-year Associate Degree Program	29
10	Other	5

STUDENT EDUCATIONAL INTENT N = 48

5. Do you expect to complete your goal AT THIS COLLEGE by the end of this quarter?

University transfer credit

%		N
23	yes	11
77	no	36

Do you plan to enroll at this college in the future?

%		N
69	yes	33
13	no	6
19	undecided	9

If yes, when?

%		N
9	Next Fall	4
5	Next Winter	2
67	Next Spring	29
12	Next Summer	5
7	Later	3

6. How definite are you concerning your above stated goal?

University transfer credit

%		N
65	Definite	31
31	Fairly definite, subject to change	15
4	Not at all definite	2

STUDENT EDUCATIONAL INTENT N = 38

1. Are you currently working on a job for which you receive wages?

Personal interest

%		N
51	Yes	19
49	No	18

If yes, how many hours per week?

%		N
13	Less than 31	2
63	31 - 40	10
25	Over 40	4

2. Do you have "work experience" in your major field of study?

Personal interest

%		N
23	Yes	8
43	No	15
34	No Response	12

4. How do you expect to accomplish the above goal?

Personal interest

%		N
84	Selected courses	31
-	Certificate Programs	-
-	Two-year Associate Degree Program	-
8	Other	3
8	No Response	3

STUDENT EDUCATIONAL INTENT N = 38

5. Do you expect to complete your goal AT THIS COLLEGE by the end of this quarter?

Personal interest

%		N
26	Yes	9
66	No	23
9	No Response	3

Do you plan to enroll at this college in the future?

%		N
53	Yes	18
6	No	2
41	Undecided	14

If yes, when?

%		N
19	Next Fall	3
-	Next Winter	-
56	Next Spring	9
13	Next Summer	2
13	Later	2

6. How definite are you concerning your above stated goal?

Personal interest

%		N
41	Definite	15
27	Fairly Definite, subject to change	10
16	Not at all definite	6
16	No Response	6

F01-1-J (SEI) SEM:

Name (28-54) (Last) (First) (MI)

SS# 1 2 3 4 5 6 7 8 9

MAJOR

1 Are you currently working on a job for which you receive wages?

34- 1 ☐ Yes ---→ How many hours per week?
35- 1 ☐ Less than 31
2 ☐ 31 to 40
3 ☐ Over 40
2 ☐ No

2 Do you have "work experience" in your major field of study? (Undeclared/Undecided majors skip to 3)

36- 1 ☐ Yes
2 ☐ No

3 What is your PRIMARY educational goal in attending this college?

37-1 ☐ Improvement of existing "job skills"
38-1 ☐ Preparation for "job to be obtained"
39-1 ☐ University transfer credit
40-1 ☐ Personal interest
41-1 ☐ Other (describe)_____

4 How do you expect to accomplish the above goal?

42-1 ☐ Selected course(s)
43-1 ☐ Certificate Program
44-1 ☐ Two-year Associate Degree Program
45-1 ☐ Other (describe)_____

5 A. Do you expect to complete your goal AT THIS COLLEGE by the end of this semester?

44- 1 ☐ Yes
2 ☐ No

B. Do you plan to enroll at this college in the future?

47- 1 ☐ Yes; when? → 48-1 ☐ Next Fall
49-1 ☐ Next Spring
50-1 ☐ Next Summer
51-1 ☐ Later date
2 ☐ No
3 ☐ Undecided

6 How definite are you concerning your above stated educational goal?

52- 1 ☐ Definite
2 ☐ Fairly definite, subject to change
3 ☐ Not at all definite

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34 35 36 37 Major Code

Special Code 57

Group Code 23-
A ☐ O/T
B ☐ UT
C ☐ OTH
D ☐ A/CH

COURSE WITHDRAWAL

Seventy-five (75) Course Withdrawal forms were administered during the two-week period January 2 through January 12, 1979. Randomly selected students filling out Add/Drop forms comprised the group involved in the activity. Those students completing an Add/Drop form due to class cancellations were excluded from participation. It was felt that in those cases, course withdrawal was institutionally imposed and data gathered would not contribute to determining the individual reasons for students withdrawing from courses.

Of the seventy-five forms administered, seven were not sufficiently completed to be included in the data analysis. Detailed data analysis indicated no significance between classes being withdrawn from. There were, as well, a variety of reasons for students withdrawing from courses at Whatcom. English and Business Administration areas showed the highest percentage of course withdrawals, however, there were several classes in each of those areas from which students withdrew and again, for a variety of reasons.

Data summaries follow on the next page.

STUDY HIGHLIGHTS

Winter 1979 Course Withdrawal Data Summary

COURSE WITHDRAWAL	N = 68

1. Courses dropped:

All Students		
%		N
3	Anthropology	2
7	Art	5
1	Astronomy	1
3	Biology	2
15	Business Administration	10
1	Education	1
18	English	12
4	Geology	3
1	History	1
3	Humanities	2
9	Mathematics	6
1	Music	1
7	Physical Education	5
4	Physics	3
3	Photography	2
7	Psychology	5
7	Real Estate	5
1	Sociology	1
1	Technology	1

COURSE WITHDRAWAL N = 68

2. Reason for dropping course:

All Students

%		N
8	Attendance problems	6
3	Grade problems	2
3	Dissatisfied with instruction	6
	Found job in occupation related to course(s) completed at this college	
1	Transportation problems	1
8	Conflicting job hours	6
7	Dissatisfied with course content	5
18	Too heavy course load	13
1	Personal/family illness or injury	1
7	Other personal/family reasons	5
37	Other (describe) *	26

* See next page

3. Do you think a discussion with a college counselor would be beneficial to you?

All Students

%		N
26	Yes *	18
63	No	43
6	Perhaps	4

* Student names forwarded to Counseling Center for follow-up contacts.

REASON FOR DROPPING COURSE - OTHER

Course	Reason
Math 100 - JJ	No diagnosis
Bio - 116-A	Didn't have 1st qtr. Biology
Photo 100-A	Couldn't take anything else
Psych 210-A	Change of heart
Physics 100-A	Pure fear
Bus. Ad. 211-A	Sec. B. recommended
Bus. Ad. 111-A	Duplicated other course
Bus. Ad. 211-B	To take Accounting II
Math 105-J	To take other section
Anthro 105-A	Too many S.S.
Art 207-A & 125-A	Time
Soc. 115-A	Course cancelled
Art 207-A	Runs into other class time
Art 125-A	Don't need it
Music 153-A	Conflicts with times of other classes
Eng. 101-A	Take Eng. 100 first
Bio. 100-A	Talked to counselor
Psych. 150-A	Conflict with class at W.W.U.
Real Estate 153-A	Not suited for me
Eng. 110- F or E	Flunk test
Geo. 210-A	Interest in other
Real Estate 181	Conflicting schedule
Math 101-L	Too advanced

F02-1-E (COS/W) SEM:

Name (30-36) (Last) (First) (MI)

SS# 1 2 3 4 5 6 7 8 9

Today's Date 16 MO 17 18 DAY 19 20 YR 21

1 PLEASE ENTER THE COURSE YOU ARE CURRENTLY DROPPING IN THE SPACES BELOW. (SEE EXAMPLE (A).) REFER TO YOUR "DROP SLIP" FOR THE NECESSARY INFORMATION (DEPT., COURSE NO., SECTION NO.).

	EXAMPLE (A)	COURSE ⇩	FOR COLLEGE USE ONLY
DEPARTMENT (65-68)			
COURSE NO. (69-74)			
SECTION NO. (75-80)			

2 Please check your reason(s) for dropping the above course.

34-1 ☐ Attendance problems
35-1 ☐ Grade problems
36-1 ☐ Dissatisfied with instruction
37-1 ☐ Found job in occupation related to course(s) completed at this college
38-1 ☐ Transportation problems
39-1 ☐ Conflicting job hours
40-1 ☐ Dissatisfied with course content
41-1 ☐ Too heavy course load
42-1 ☐ Personal/family illness or injury
43-1 ☐ Other personal/family reasons
44-1 ☐ Other (describe)_____

3 Do you think a discussion with a college counselor would be beneficial to you?

45- 1 ☐ Yes
2 ☐ No
3 ☐ Perhaps

4 Please use the back of this card for any comments and/or suggestions about how we could better serve your educational needs.

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Group Code
46- A ☐ O/T
B ☐ UT
C ☐ OTH
D ☐ A/CE

Special Code ☐ 47

COLLEGE WITHDRAWAL

Twenty-five (25) College Withdrawal forms were administered during the two-week period January 2,through January 12, 1979. Students filling out Add/Drop forms who were dropping all classes in which they were enrolled were involved in the study.

Of the twenty-five forms administered, eighteen were completed sufficiently to be included in the data analysis. There were found to be a variety of reasons for withdrawing from the institution and general satisfaction with the educational experiences received.

Data summaries follow on the next page.

COLLEGE WITHDRAWAL N = 18

1. Reasons for college withdrawal:

All Students		
%		N
11	Attendance problems	2
	Grade problems	
	Dissatisfied with instruction	
6	Found job in occupation related to course(s) completed at this college	1
	Transportation problems	
22	Conflicting job hours	4
	Dissatisfied with content of course(s)	
	Dissatisfied with college in general	
	Change of residence	
11	Financial reasons	2
17	Personal/family illness or injury	3
	Other personal/family reasons	
28	Other (describe):	5

1) another class at a different place
2) not type of course wanted
3) pre-requisite not definite
4) correspondence class wanted
5) V.A. benefits

2. Do you plan to enroll at this college in the future?

All Students		
%		N
44	Yes	7
6	No	1
50	Undecided	8

If so, when?

%		N
14	Next Fall	1
-	Next Winter	-
86	Next Spring	6
-	Next Summer	-
-	Later Date	-

24

COLLEGE WITHDRAWAL

3. Are you currently employed?

All Students		
%		N
40	Yes	6
60	No	9

If yes, how many hours per week?

%		N
17	Less than 31	1
50	31 - 40	3
33	Over 40	2

4. Please check the appropriate box(es) if you have used any of the below:

All Students		
%		N
-	Financial Aids	-
-	Counseling	-
-	Course Advisement	-
-	Career exploration services	-
-	Tutoring services	-
11	Veterans services	2

5. Which statement best describes your feeling about your educational experience at this college?

All Students		
%		N
7	Very Satisfied	1
43	Satisfied	6
36	Neutral	5
7	Disappointed	1
7	Very Disappointed	1

F02-2-E (COL/W) SEM:

(Last) (First) (MI)

Name (10-34) 1 2 3 4 5 6 7 8 9

SS# 10 11 12 13 14 15 16 17 18

Today's Date 16 MO 17 18 DAY 19 20 YR 21

Major

1 Please check the reason(s) for your college withdrawal.

34-1 ☐ Attendance problems
35-1 ☐ Grade problems
36-1 ☐ Dissatisfied with instruction
37-1 ☐ Found job in occupation related to course(s) completed at this college
38-1 ☐ Transportation problems
39-1 ☐ Conflicting job hours
40-1 ☐ Dissatisfied with content of course(s)
41-1 ☐ Dissatisfied with college in general
42-1 ☐ Change of residence
43-1 ☐ Financial reasons
44-1 ☐ Personal/family illness or injury
45-1 ☐ Other personal/family reasons
46-1 ☐ Other (describe)

2 Do you plan to enroll at this college in the future?

47- 1 ☐ Yes; when?-▶ 48-1 ☐ Next Fall; 49-1 ☐ Next Spring; 50-1 ☐ Next Summer; 51-1 ☐ Later date
2 ☐ No
3 ☐ Undecided

3 Are you currently employed?

52- 1 ☐ Yes--▶ How many hours per week? 53- 1 ☐ Less than 31; 2 ☐ 31 to 40; 3 ☐ Over 40
2 ☐ No

4 Please check the appropriate box(es) if you have used any of the below.

54-1 ☐ Financial Aids
55-1 ☐ Counseling
56-1 ☐ Job placement assistance
57-1 ☐ Health clinic/services
58-1 ☐ Tutoring services
59-1 ☐ Veterans services

5 Which statement best describes your feeling about your educational experience at this college?

60- 1 ☐ Very Satisfied
2 ☐ Satisfied
3 ☐ Neutral
4 ☐ Disappointed
5 ☐ Very Disappointed

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Major Code 34 35 36 37

Special Code 38

Group Code 39- A ☐ O/E; B ☐ UT; C ☐ OTH; D ☐ A/CE

CONCLUSIONS

On the basis of the data gathered there appears to be no specific major areas of concern that will need to be addressed in regards to Student Educational Intent, Course Withdrawal or College Withdrawal. Students are coming to Whatcom Community College for a variety of reasons and leaving for a variety of reasons.

Some efforts can be made to insure that students needing specific counseling help are properly referred as they withdraw from a course or the College. However, as the current advising activity is formalized a simple mechanism can easily be employed to accomplish that.

Other efforts can be made to reduce the number of course and college withdrawals by students. Several reasons cited for withdrawal (too heavy a course load, financial, dissatisfied with instruction, etc.) are related to institutional services and can be addressed.

Still other efforts can be made to make certain that students attending the College for the reasons stated are valid; and these current student group proportions are the desired proportions of effort for Whatcom to properly serve the people in the district.

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